

Substitute for form 1449A-PTO

**INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT**

(use as many sheets as necessary)

Sheet	1 of 2	Attorney Docket Number	52493.000311
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**U.S. PATENT DOCUMENTS**

*Examiner Initials	Cite No.	DOCUMENT NUMBER Number - Kind Code (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
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Substitute for form 1449-PTO		Application Number	10-602,707	
<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b> <i>(use as many sheets as necessary)</i>		Filing Date	June 25, 2003	
		First Named Inventor	Viren KAPADIA et al.	
		Art Unit	3629	
		Examiner Name	Gabrielle A. MCCORMICK	
Sheet	2 of 2	Attorney Docket Number	52493.000311	
<b>OTHER DOCUMENTS - NON-PATENT LITERATURE DOCUMENTS</b>				
*Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	TRANSLATION	
			YES	NO
		Leadtrack.com: pages documented form the Internet Archive on July 21, 2001 (http://web.archive.org/web/20010806083606/leadtrack.com-screen-customer.html; http://web.archive.org/web/20011117000929/www.leadtrack.com-sysrequire.html; http://web.archive.org/web/20010806085400/leadtrack.com-screen-desktop.html; http://web.archive.org/web/20010806080042/leadtrack.comappfeatures.html; http://web.archive.org/web/20010801185319/leadtrack.com-features.html; http://web.archive.org/web/20010811025743/leadtrack.com-reports-terr.gif.)	<input type="checkbox"/>	<input type="checkbox"/>
		Leadtrack.com: pages documented form the Internet Archive on July 21, 2001 (http://web.archive.org/web/20010811024757/leadtrack.com-reports-overdue.gif)	<input type="checkbox"/>	<input type="checkbox"/>
		Leadtrack.com (pages documented form the Internet Archive on July 21, 2001 (http://web.archive.org/web/20010801185659f1eadtrack.com-faq.html) Leadtrack.com (pages documented form the Internet Archive on December 1, 2001 (http://web.archive.org/web/20011205051744/www.leadtrack.com-features.html and http://web.archive.org/web/20011224094912/www.leadtrack.com-screen-customer.html)	<input type="checkbox"/>	<input type="checkbox"/>
		www.netlingo.com-lookup.cfm?term=synchronization	<input type="checkbox"/>	<input type="checkbox"/>
		SIEBELFANS.COM, Implementing Best Practices, http://www.siebel.com/call-center/workflow-automation.shtml printed 12/7/2004, 2 pages	<input type="checkbox"/>	<input type="checkbox"/>
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